

Recipients of Individual Awards  
Experience and Thoughts

“ To help travellers navigate the multiple requirements imposed due to COVID-19, we need to show empathy to address their problems. ”

**Mr Chung Ka Hin, Jack**  
**Operation Officer (Customer Service)**  
**Airport Authority**



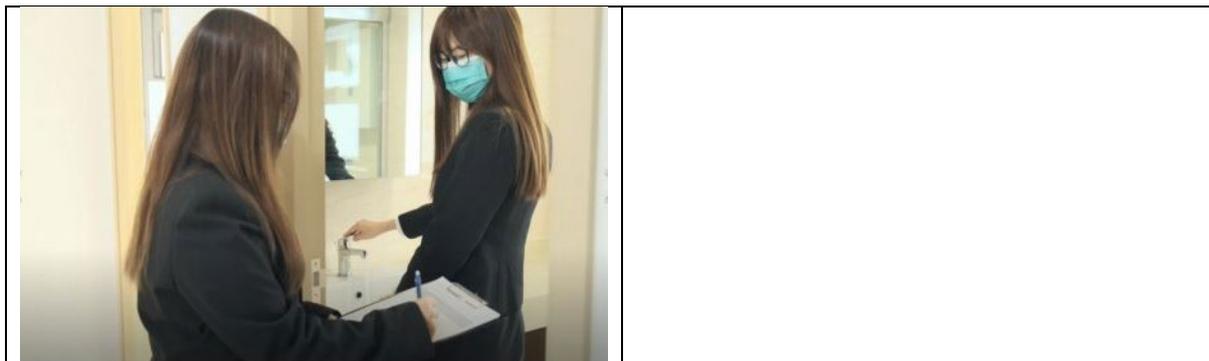
In October 2021, I encountered at the Hong Kong International Airport a transit passenger who needed to present a report of PCR test to enter his final destination. He was worried and anxious after realising that the report was mistakenly put into checked baggage. I immediately let him use my personal email account and helped contacting the testing institution to verify his details. Eventually, he successfully obtained a duplicate of the report and proceeded with the journey.

“ Clear operation guidelines can enhance efficiency, while active listening and communication skills are also essential. ”

**Ms Chan Wing Yi, Winnie**  
**Customer Services Officer**  
**Hong Kong Housing Society**



During various surges of the pandemic, property owners took more care about social distancing. Some owners would request us to downsize the on-site defect management team and minimise the number of workers entering their premises to carry out rectification works, as well as ensure that the works progressed as scheduled. Fully understanding their feelings and concerns in the circumstances, I tried my best to coordinate with contractors and offered help to the owners.



“ Unfamiliar procedures exert extra stress on people already hit by bereavement. Listening to their needs with patience and putting myself in their shoes, I strive to go the extra mile for them. ”

**Ms Chow Lai Yee**  
**Clerical Officer (Kowloon Deaths Registry)**  
**Immigration Department**



The fifth wave of the pandemic posed unprecedented challenges to our work. As the number of death registrations climbed as much as threefold at the peak, we were under enormous pressure physically and emotionally to cope with the caseload. Thankfully, my teammates remained steadfast in our positions. With a customer-oriented mindset, we endeavoured to provide grieving relatives with proper registration service.